

# KVH Managed Services

## Quick Start Guide

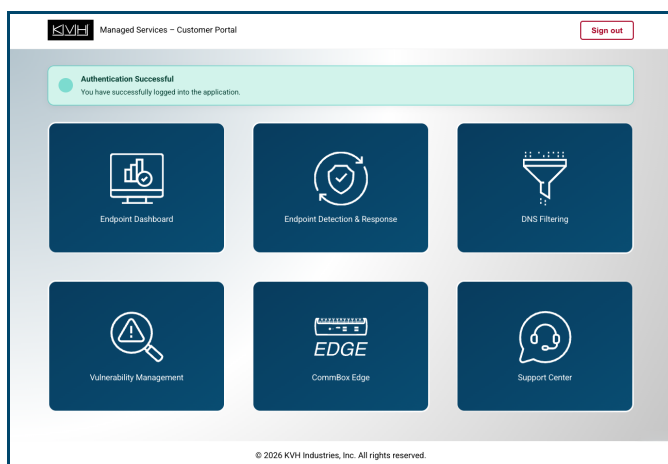


Thank you for choosing KVH as your managed services provider! This guide explains how to access the Customer Portal – your central hub for all subscribed network and endpoint services – and how to install the Remote Monitoring and Management (RMM) agent on the vessel computers you have entrusted to KVH for monitoring and management.

## Accessing the Customer Portal

To access the Customer Portal, open a web browser and go to **<https://ms.kvh.com>**. Then log in with the credentials KVH provided during the onboarding process.

**Note:** If you are a KVH Airtime customer, use the email address and password you use to log into KVH Manager.



## Managing Your Subscriptions

If you would like to add or change a service subscription, please contact your KVH Account Manager. If you don't have your Account Manager's contact information, please email [info@kvh.com](mailto:info@kvh.com).

## Technical Support

If you have any questions or need technical assistance, please submit a support ticket at the Customer Portal or contact KVH Technical Support 24/7/365:

- Continental USA: 1-866-701-7103  
Worldwide: +1 401-851-3806
- WhatsApp: +1 401-851-3842
- Email: [help@kvh.com](mailto:help@kvh.com)

## Customer Portal Tools

| Tool                                                                                                               | Description                                                                                                                                                                                                   |
|--------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <br>Endpoint Dashboard            | Explore a fully customizable dashboard that consolidates data from multiple sources to display key health and security statistics for your protected networks and assets                                      |
| <br>Endpoint Detection & Response | Examine the real-time security landscape of your protected onboard devices, manage endpoints in response to alerts, and review granular reports of threat detections and automated remediations               |
| <br>DNS Filtering                | Build cloud-based filtering policies to block malicious and inappropriate websites and services, set up block/allow lists for specific applications or domains, and view comprehensive reports                |
| <br>Vulnerability Management    | Review a prioritized list of network and endpoint vulnerabilities and exposures (along with recommended actions), remotely patch supported applications, and generate reports for regulatory compliance       |
| <br>CommBox Edge                | Remotely manage your onboard CommBox™ Edge gateway(s), if installed, and monitor network connections and usage in real time at the CommBox Edge Cloud Portal ( <i>you will need your CommBox Edge login</i> ) |
| <br>Support Center              | Submit a new support ticket to request technical assistance or view the latest status of any open tickets                                                                                                     |

**Note:** Refer to the knowledge base provided with each tool to learn how to utilize them and harness their power!

## Installing the RMM Agent

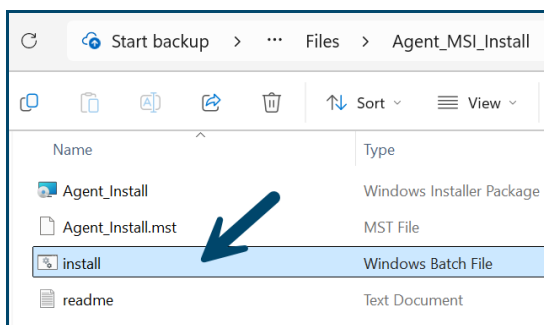
The Remote Monitoring and Management (RMM) agent needs to be installed on every endpoint that KVH will manage.

### IMPORTANT!

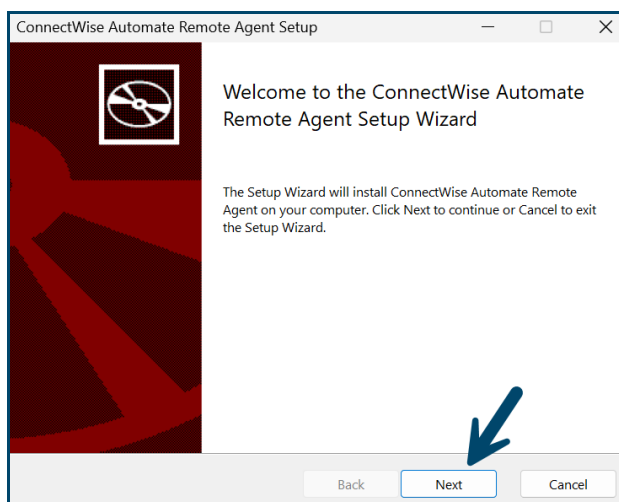
If you are unable to install the RMM agent, please contact KVH Technical Support. With your help, KVH may install it over a secure remote desktop connection.

**Note:** If your vessel uses Microsoft Active Directory, you only need to install the RMM agent on the Active Directory server. KVH can then install the agent remotely onto all other designated computers on the network.

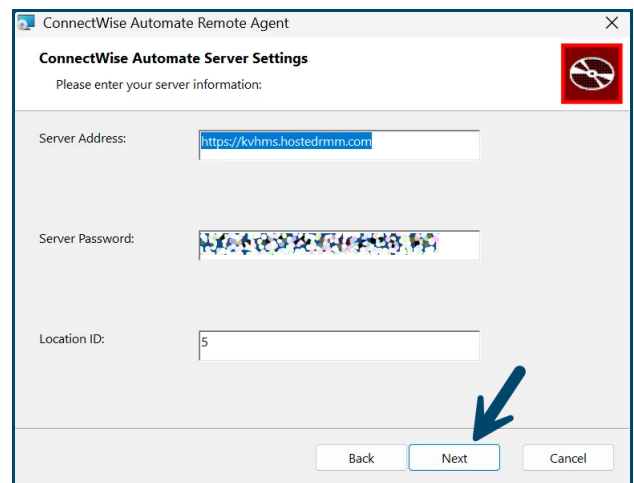
1. Save the RMM agent installation file, which KVH provided during the onboarding process, onto the computer to be managed. Extract the contents of this compressed file.
2. Double-click the “install” batch file (*not the “Agent\_Install” file*) to launch the Setup Wizard.



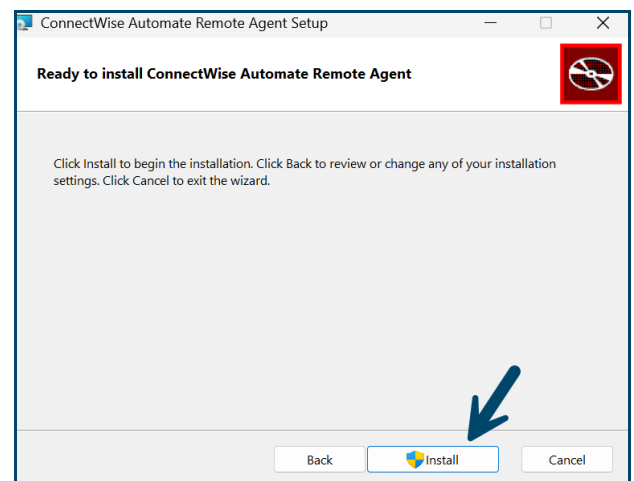
3. At the Welcome screen, select **Next**.



4. At the Server Settings screen, keep the current settings that are unique to your vessel. Just select **Next**.



5. At the Ready to Install screen, select **Install**.



6. If a confirmation pop-up window appears, select **Yes** to allow the app to make changes to your device.
7. When the installation is complete, select **Finish** to exit the wizard.

